



# Zap Kids Club

## Complaints Policy

At Zap Kids Club we aim to work in partnership with parents to deliver a high-quality inclusive activity club for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our policies and practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it isn't possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager by emailing [zapkidsclub@outlook.com](mailto:zapkidsclub@outlook.com). The complainant must detail in their correspondence what it is they are seeking to achieve from the complaint (e.g. acknowledgement that an error occurred, formal apology, reassurance that policies will be reviewed etc).

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.

***Any decision or outcome made regarding the complaint following stage 2 is considered final and cannot be further appealed.***

### Child Protection Allegations Against Staff

If child protection issue is raised about an individual staff member, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police. These allegations will not be investigated by ZAP Kids Club Ltd without instruction from the Local Authority LADO or police (if relevant).

This policy was adopted by: Zap Kids Club Ltd	Date: August 2024
To be reviewed: August 2025	Signed: Mikayla Osborn, Director

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.75-3.76]*.